

JOB TITLE	Physiotherapist/Clinical Case Manager
LOCATION/DEPARTMENT	16 hours (Clinic) and 24 hours (Triage, Home Working)
REPORTS TO	Norwich Site Manager
ACCOUNTABLE TO	Clinical Lead of OH services and Triage – IPRS Health

A DAY IN THE LIFE AS A PHYSIOTHERAPIST/CLINICAL CASE MANAGER AT IPRS HEALTH, NORWICH

This is a unique opportunity to combine face to face and clinical triage management. This role will enable the successful candidate to maintain their treatment skills within clinic alongside the flexibility of home working and developing your case management skills.

The face-face clinical element will have a diverse and wide variety of patients to assess and treat. Your face-face clinical week will predominately consist of the management of both musculoskeletal (MSK) complaints along with occasional workplace assessments. We strive for clinical excellence and therefore IPRS Health understand the importance for adequate time to complete your assessments. Therefore, our face to face assessments allow one-hour slots for each initial assessment followed by 30 minute follow up reviews. IPRS Health encourage clinical autonomy with treatment so we therefore encourage flexibility to treat your patients on an individual basis keeping in line with the current evidence based guidelines.

The clinical triage element involves telephonic and virtual triage, assessment and management of MSK injuries in a remote setting while providing specific client reports. The clinical report checking element involves analysing and providing peer review recommendations on clinical appropriateness of our national network of physiotherapist reports ensuring that the most effective evidence based treatment modalities are utilised. The successful candidate will also be expected to have regular contact with our network practitioners by telephone and email as part of the report checking function, and will also be a “clinical point of contact” for non-clinical personnel during the referral process, in dealing with client queries and during the undertaking of telephone screening calls with patients, in order to provide appropriate clinical advice or information to resolve the query or to establish the most appropriate clinical pathways for patient care.

As an IPRS Health Physiotherapist we will provide you with a wide variety of skills which will add more variety to your day compared to a typical MSK physiotherapy practice. We also understand the importance of a balanced home and work life and therefore your working days can be flexible based on your circumstances. Furthermore, we understand the importance for clinical development and therefore we offer an extensive CPD and training plan. IPRS Health will also provide extensive CPD into developing your skills in occupational health (OH) physiotherapy, therefore previous OH experience is desired but not essential.

See <http://www.yourfuture-iprshealth.co.uk/> for more information about working with IPRS Health.



YOUR KEY TASKS AND RESPONSIBILITIES

- You will cover a diverse range of musculoskeletal (MSK) complaints within clinic
- You will undertake telephone and Virtual App based clinical triage to your individual clinical caseload. You will be responsible for delivery of timely, quality, medically correct and accurate client reports in accordance with IPRS standards.
- You will make appropriate recommendations around clinical case management in terms of treatment, onward referral and appropriate clinical investigations (in line with the iRefer guidelines) as required on a case by case basis.
- You will work within your scope of practice
- You will complete notes and reports in accordance with IPRS Health, CSP and HCPC standards
- You will treat the patient as a whole using the Biopsychosocial Model
- You will work with your team to meet challenging but achievable KPI's and goals
- You will take initiative in progressing your individual professional development and clinical effectiveness
- You will maintain good communication and relations with all of your stakeholders
- You will liaise, as regularly as is needed, with your Line Manager, network clinics and wider IPRS team to achieve a high standard required by our clients
- You will manage and prioritise your work tasks
- You will be flexible to undertake any other duties compatible with the grading of the post, as required
- You will ensure that any recommendations for further treatment, onward referrals or clinical investigations are reasonable using clinical reasoning, clinical experience/knowledge and current evidence
- You will be a "clinical point of contact" for non-clinical personnel seeking clinical advice or information whilst undertaking telephone screening calls, dealing with client queries or making referrals
- You will undertake clinical auditing of Physiotherapy Reports submitted by the IPRS Health clinical network, taking into account clinical content and appropriate treatment in line with evidence-based medicine and established guidelines.

General:

- To take initiative in maintaining your individual professional development in order to stay current with clinical evidence and practise.
- To liaise between IPRS Staff and clinicians, patients, clients, employers or Occupational Health Departments when any clinical/report based queries arise and dealing with the queries in a prompt and professional manner.
- To prioritise work tasks and time manage to ensure that all tasks are completed accurately and within set timescales
- To take initiative and responsibility within your role and actively contribute to the overall effectiveness of the clinical service
- To comply with the Corporate Data Protection Policy which covers all aspects of IPRS's business in both electronic data and manual filing systems
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
- To contribute to IPRS Health's business strategy by working as required with the business development team on commercial tenders, including presentations for prospective clients.
- To work with IPRS Health Clinical Leads to ensure that IPRS Health service provision responds to local and national initiatives wherever appropriate, and with external policy such as CSP and HCPC professional standards, National Service Frameworks and NICE guidance
- To contribute to the development of new clinical initiatives and innovations to ensure IPRS Health continues to be at the forefront of Physiotherapy Service provision.
- To undertake any other duties compatible with the grading of the post, as required

WHAT DO WE NEED FROM YOU...?

(E) Essential (D) Desirable

Education and Qualifications:

- Formal Qualification in Physiotherapy (E)
- Member of the Health & Care Professions Council (HCPC) (E)
- Membership to Chartered Society of Physiotherapy(E)
- Evidence of continuing professional development (E)

Experience & Knowledge:

- Previous experiences of working in MSK environment (E)
- Minimum 3-years of post-graduate experience (E)
- Experience of Clinical Triage, Clinical Report Checking and/or Clinical Audit (E)
- Previous experience of using online/computerised reporting templates/databases and interpreting statistics for the purpose of managing & reporting (D)
- Experience of undertaking telephonic triage calls (D)
- Previous experiences of working in an workplace or occupational health environment (D)
- Computer literate with good Excel, Word and PowerPoint skills (E).
- Flexibility to meet KPI's by helping out your team when required ie occasionally helping out other clinics/services (E)

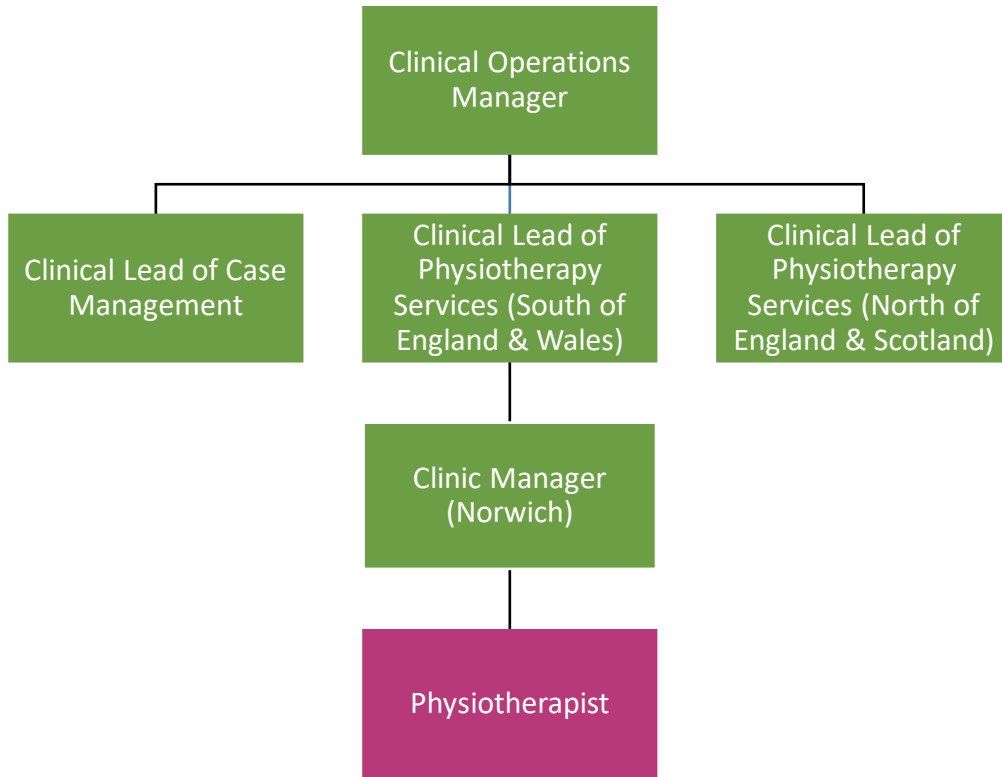
YOU'RE GOOD AT....

- Working within a team
- Communicating effectively with internal and external customers verbally and in writing
- Time management within agreed deadlines in a demanding environment
- Working under minimum supervision
- Thriving under change and innovation
- You jump at the opportunity to collaborate on projects
- Communicating to patients and clients
- Working autonomously and managing your time
- Working with databases and Microsoft programmes
- Understanding the importance of clinical governance
- Ability to maintain accurate medico-legal recording
- Provide detailed reporting to the client on patient progress using standardised report templates and the company database

ENHANCED DBS CHECK REQUIRED:

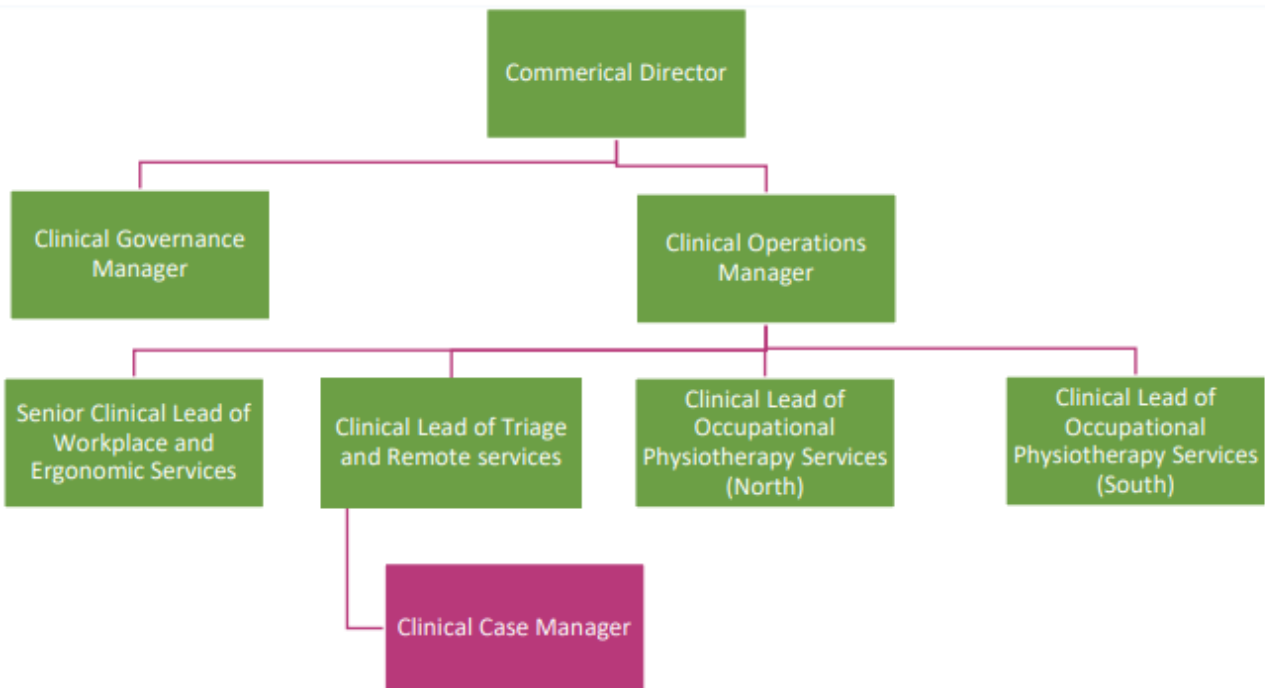
Yes

ORGANISATION CHART



Date: Jan 2018

IPRS Health Organisational Chart



Date Created May 2018